



HOMELESS OUTREACH CASEWORKER

Purpose:

To provide crisis intervention and advocacy services and limited transportation to homeless individuals and families in an effort to engage them into services.

Supervision Received and Exercised:

Receives direction from the Homeless Coordinator.

Examples of Duties:

This class specification is intended to indicate the basic nature of positions allocated to the class and examples of typical duties that may be assigned. It does not imply that all positions within the class perform all of the duties listed, nor does it necessarily list all possible duties that may be assigned.

Duties may include, but are not limited to, the following:

- Provide mobile outreach, crisis intervention and advocacy to the homeless in Tempe. Respond to requests for service from Police and Fire, Tempe residents, businesses and churches, and social service agencies. Assess client needs and facilitate fulfilling those needs as appropriate.
- Coordinate follow-up services with social service providers and emergency responders. Develop new referral sources for clients, which may include mental health programs, substance abuse treatment, homeless and domestic violence shelters and transitional housing programs. Familiarity with various community resources and services is necessary.
- Maintain accurate records including clients served, referrals/advocacy provided, calls for service, computer data input, compiled monthly and quarterly reports and outcome tracking records.
- Maintain mobile van (check fluids, tires, wash van regularly, clean inside of van daily.) Maintain supplies (snacks, water, etc.) and resources (brochures, paperwork, etc.) in van. Maintain stock of supplies in the office.
- Conduct outreach to enhance the awareness of and access to services.
- Present information on the Homeless Outreach Program Effort to police officers, firefighters, Tempe residents, businesses, churches and social service agencies.

- Report any concerns directly to supervisor.
- Perform other duties such as assisting in the evaluation of operations of the program, recommending improvements, assisting in implementing changes and objectives, and participating in workgroup meetings.
- Perform related duties as assigned.

Experience and Training Guidelines:

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. The hiring department may include job related experience, training, or license and certification preferences at the time of recruitment. A typical way to obtain the knowledge and abilities would be:

Experience:

Two years of experience working with homeless individuals and families. Bilingual (Spanish/English) skills are desirable.

Training:

Equivalent to a Bachelor's degree from an accredited college or university with major coursework in social work, psychology or a related field.